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4. SERVICES AND MAXIMUM RATES (continued)
4.2 General Exchange Services (continued)4.2.9 BirchNet Basic Line (continued)

## B. Rates and Charges (continued)

## 2. Birch Long Distance Rates for BirchNet Basic Line:

<u>Birch Long Distance</u>	<u>Maximum Rate per minute</u>
All Long Distance Minutes	\$0.147

- a. Long distance is only applicable to standard outbound domestic long distance only, originating from Birch customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.
- b. Toll Free service is available with this product see "Toll Free Service" in a later section for rates.

## 3. Other charges located in Miscellaneous Charges Section 4.2.11.

## C. BirchNet Basic Line - Feature List

Any of the following calling features may be added to the Birch Basic Line. The following rates apply only when these calling features are added to the Birch Basic Line. To add calling features to any other service, please refer to Section 4.2.11 for applicable rates.

(M)

(M) Content moved to section 4.2.18 of this tariff.

#### 4. SERVICES AND MAXIMUM RATES (continued)

##### 4.2 General Exchange Services (continued)

###### 4.2.12 Home Connection

###### A. Service Description

Home Connection includes a Residential Line with Caller ID Deluxe and Call Waiting features at no extra cost.

Calls within the standard flat rate local calling area are unlimited. Calls made outside of the local calling area will be billed at maximum of \$0.18 per minute. Calls to the US Virgin Islands, Puerto Rico, Hawaii, Alaska, and Canada do not qualify under this plan and are provided and billed pursuant to other Company tariffs or their terms of service.

A one-year term plan is required. Customers cancelling or otherwise disconnecting service prior to completion of any successive term will be assessed a maximum early termination charge of \$90.00 multiplied by the number of months remaining in the term plan.

All taxes, surcharges and regulatory fees are billed separately, including, but not limited to, federal, state and local taxes, Universal Service fees, Telecommunications Relay Service fees and 911 fees.

Toll Free service is available with this product see "Toll Free Service" for rates.

###### B. Home Connection - Feature List

Any of the following calling features may be added to the Birch Basic Line. The following rates apply only when these calling features are added to the Birch Basic Line. To add calling features to any other service, please refer to Section 4.2.14 for applicable rates.

(M)

(M) Content moved to section 4.2.18 of this tariff.

## 4. SERVICES AND MAXIMUM RATES (continued)

4.2 General Exchange Services (continued)

(M)

4.2.15 BirchNet Value Line (continued)

## D. BirchNet Value Line - Feature List (continued)

(M) Content moved to section 4.2.18 of this tariff.

## E. Footnotes for BirchNet Value Line:

## (1) BirchNet Value Line is available to business customers.

All customers will be required to sign a 12, 24 or 36 month term agreement.

Early Termination Fees are calculated using the following formula:  
\$100 x Months Remaining

The termination fee will apply per location on the original contract or any subsequent renewal of the contract.

## (2) Product may not be available in all CLLIs.

## 4. SERVICES AND MAXIMUM RATES (continued)

4.2 General Exchange Services (continued)

(N)

4.2.17 CLEARTEL SERVICES (1)

## 4.2.17.1 Residential Price Packages

## A. Home Value Line (2)

1. Home Value Line is equipped with:

Basic Residential Line

2. Monthly Recurring Charges

	<u>Current Rate</u>	<u>Maximum Rate</u>
Per Line	\$15.45	\$50.00

3. This product was formerly known as the following Cleartel product names:

<u>Former Cleartel Product Names</u> Residence Basic Flat Rate
---

4. Non-Recurring Charges are located in Section 4.2.11 of this tariff.

5. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.17.5 of this tariff.
- Long Distance is available with this product and is rated at \$0.059/minute.
- Features can be purchased at “a la carte” rates – see Section 4.2.18 of this tariff.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product - see Section 4.5.4 of this tariff.
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to Home Value Line. There is a maximum of 20 extensions per voicemail box.

- (1) Effective November 11, 2009, any former Cleartel product listed in the Monthly Recurring Charges sections throughout Section 4.2.17 of this tariff will now be billed as the corresponding product being defined in that section.

- (2) Effective November 11, 2009 this product is Grandfathered and no longer available.

(N)

Issue Date: November 10, 2009

Effective Date: November 11, 2009

Christopher J. Bunce, Vice President Legal and General Counsel  
Birch Communications

## 4. SERVICES AND MAXIMUM RATES (continued)

4.2 General Exchange Services (continued)4.2.17 CLEARTEL SERVICES (continued)

## 4.2.17.1 Residential Price Packages (continued)

## B. Home Connection (1)

## 1. Home Connection is equipped with:

Basic Residential Line  
 Caller ID Deluxe  
 Call Waiting

## 2. Monthly Recurring Charges:

	<u>Current Rate</u>	<u>Maximum Rate</u>
Per Line	\$44.95	\$90.00

## 3. This product was formerly known as the following Cleartel product names:

<u>Former Cleartel Product Names</u>
Residential Basic
Residential Basic Plus

## 4. Non-Recurring Charges are located in Sections 4.2.11 of this tariff.

## 5. Rules &amp; Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.17.5 of this tariff.
- Long Distance is available with this product and is rated at \$0.07/minute.
- Declining free features does not reduce the package rate. Additional features can be purchased at “a la carte” rates - see Section 4.2.18 of this tariff.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product - see Section 4.5.4 of this tariff.
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to Home Connection. There is a maximum of 20 extensions per voicemail box.

(1) Effective November 11, 2009 this product is Grandfathered and no longer available.

Issue Date: November 10, 2009

Effective Date: November 11, 2009

Christopher J. Bunce, Vice President Legal and General Counsel  
 Birch Communications

## 4. SERVICES AND MAXIMUM RATES (continued)

4.2 General Exchange Services (continued)

(N)

4.2.17 CLEARTEL SERVICES (continued)

## 4.2.17.1 Residential Price Packages (continued)

## C. Home Connection Plus (1)

## 1. Home Connection Plus is equipped with:

Basic Residential Line  
 Unlimited Features  
 Unlimited Local Intra-LATA Long Distance

## 2. Monthly Recurring Charges:

	<u>Current Rate</u>	<u>Maximum Rate</u>
Per Line	\$29.80	\$90.00

## 3. This product was formerly known as the following Cleartel product name:

<u>Former Cleartel Product Names</u> Residential Line Basic Resi Value Plan
---

## 4. Non-Recurring Charges are located in Sections 4.2.11 of this tariff.

## 5. Rules &amp; Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.17.5 of this tariff.
- Long Distance is available with this product and is rated at \$0.061/minute.
- Declining free features does not reduce the package rate. For a list of features, see Section 4.2.18 of this tariff.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product - see Section 4.5.4 of this tariff.
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to Home Connection Plus. There is a maximum of 20 extensions per voicemail box.

(N)

(1) Effective November 11, 2009 this product is Grandfathered and no longer available.

Issue Date: November 10, 2009

Effective Date: November 11, 2009

Christopher J. Bunce, Vice President Legal and General Counsel  
 Birch Communications

## 4. SERVICES AND MAXIMUM RATES (continued)

4.2 General Exchange Services (continued)

(N)

4.2.17 CLEARTEL SERVICES (continued)

## 4.2.17.1 Residential Price Packages (continued)

## D. Home Essentials (1)

## 1. Home Essentials is equipped with:

Basic Residential Line  
 Unlimited Features  
 Unlimited Local Intra-LATA Long Distance  
 2,500 Minutes of Domestic Inter-LATA Long Distance

## 2. Monthly Recurring Charges:

	<u>Current Rate</u>	<u>Maximum Rate</u>
Per Line	\$60.95	\$120.00

## 3. This product was formerly known as the following Cleartel product names:

<u>Former Cleartel Product Names</u> Supra Friends Unlimited 1- Line Plan Residential Unlimited
---

## 4. Non-Recurring Charges are located in Sections 4.2.11 of this tariff.

## 5. Rules &amp; Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.17.5 of this tariff.
- Long Distance over the provided 2,500 minutes is rated at \$0.07/minute.
- Declining free features does not reduce the package rate. For a list of features, see Section 4.2.18 of this tariff.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product - see Section 4.5.4 of this tariff.
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to Home Essentials. There is a maximum of 20 extensions per voicemail box.

(N)

(1) Effective November 11, 2009 this product is Grandfathered and no longer available.

Issue Date: November 10, 2009

Effective Date: November 11, 2009

Christopher J. Bunce, Vice President Legal and General Counsel  
 Birch Communications

## 4. SERVICES AND MAXIMUM RATES (continued)

4.2 General Exchange Services (continued)4.2.17 CLEARTEL SERVICES (continued)

## 4.2.17.2 Business Price Packages

## A. BirchNet Value Line (1)

## 1. BirchNet Value Line is equipped with:

Basic Business Line

## 2. Monthly Recurring Charges:

	<u>Current Rate</u>	<u>Maximum Rate</u>
Per Line	\$33.08	\$90.00

## 3. This product was formerly known as the following Cleartel product names:

<u>Former Cleartel Product Names</u>
Business Line
Basic Business Value Plan
Resale Multi Line w/TC
Back Up Line

## 4. Non-Recurring Charges are located in Sections 4.2.11 of this tariff.

## 5. Rules &amp; Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.17.5 of this tariff.
- Long Distance is available with this product and is rated at \$0.10/minute.
- Features can be purchased at “a la carte” rates – see Section 4.2.18 of this tariff.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product - see Section 4.5.4 of this tariff.
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to BirchNet Value Line. There is a maximum of 20 extensions per voicemail box.

(1) Effective November 11, 2009 this product is Grandfathered and no longer available.

Issue Date: November 10, 2009

Effective Date: November 11, 2009

Christopher J. Bunce, Vice President Legal and General Counsel  
Birch Communications



## 4. SERVICES AND MAXIMUM RATES (continued)

4.2 General Exchange Services (continued)4.2.17 CLEARTEL SERVICES (continued)

## 4.2.17.2 Business Price Packages (continued)

## B. BirchNet Basic (1)

## 1. BirchNet Basic Plus is equipped with:

Basic Business Line  
 Caller ID Deluxe  
 Call Waiting  
 Unlimited Local Intra-LATA Long Distance  
 Free Hunting

## 2. Monthly Recurring Charges:

	<u>Current Rate</u>	<u>Maximum Rate</u>
Per Line	\$35.20	\$90.00

## 3. This product was formerly known as the following Cleartel product name:

<u>Former Cleartel Product Names</u> Multi Line Business
---

## 4. Non-Recurring Charges are located in Sections 4.2.11 of this tariff.

## 5. Rules &amp; Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.17.5 of this tariff.
- Long Distance is available with this product and is rated at \$0.074/minute.
- Declining free features does not reduce the package rate. Additional features can be purchased at “a la carte” rates - see Section 4.2.18 of this tariff.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product - see Section 4.5.4 of this tariff.
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to BirchNet Basic. There is a maximum of 20 extensions per voicemail box.

(1) Effective November 11, 2009 this product is Grandfathered and no longer available.

Issue Date: November 10, 2009

Effective Date: November 11, 2009

Christopher J. Bunce, Vice President Legal and General Counsel  
 Birch Communications

## 4. SERVICES AND MAXIMUM RATES (continued)

4.2 General Exchange Services (continued)4.2.17 CLEARTEL SERVICES (continued)

## 4.2.17.2 Business Price Packages (continued)

## C. BirchNet Basic Plus (1)

## 1. BirchNet Basic Plus is equipped with:

Basic Business Line  
 Unlimited Features  
 Unlimited Local Intra-LATA Long Distance  
 Free Hunting

## 2. Monthly Recurring Charges:

	<u>Current Rate</u>	<u>Maximum Rate</u>
Per Line	\$60.95	\$120.00

## 3. This product was formerly known as the following Cleartel product names:

<u>Former Cleartel Product Names</u>	
Business Enhanced	IDS Value Plus
Total Choice Option 1	Preferred Business Value Plan
Total Choice Unlimited Lata	Preferred Value Plan
IDS Total Choice 1 Line Package	Single Line Business

## 4. Non-Recurring Charges are located in Sections 4.2.11 of this tariff.

## 5. Rules &amp; Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.17.5 of this tariff.
- Long Distance is available with this product and is rated at \$0.10/minute.
- Declining free features does not reduce the package rate. For a list of features, see Section 4.2.18 of this tariff.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product - see Section 4.5.4 of this tariff.
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to BirchNet Basic Plus. There is a maximum of 20 extensions per voicemail box.

(1) Effective November 11, 2009 this product is Grandfathered and no longer available.

Issue Date: November 10, 2009

Effective Date: November 11, 2009

Christopher J. Bunce, Vice President Legal and General Counsel  
 Birch Communications

## 4. SERVICES AND MAXIMUM RATES (continued)

4.2 General Exchange Services (continued)4.2.17 CLEARTEL SERVICES (continued)

## 4.2.17.2 Business Price Packages (continued)

## D. BirchNet Essentials (1)

## 1. BirchNet Essentials is equipped with:

Basic Business Line  
 Unlimited Features  
 Unlimited Local Intra-LATA Long Distance  
 1,500 Minutes of Domestic Inter-LATA Long Distance  
 Free Hunting

## 2. Monthly Recurring Charges:

	<u>Current Rate</u>	<u>Maximum Rate</u>
Per Line	\$65.95	\$120.00

## 3. This product was formerly known as the following Cleartel product names:

<u>Former Cleartel Product Names</u>
Business Unlimited

## 4. Non-Recurring Charges are located in Sections 4.2.11 of this tariff.

## 5. Rules &amp; Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.17.5 of this tariff.
- Long Distance over the provided 1,500 minutes is rated at \$0.07/minute.
- Declining free features does not reduce the package rate. For a list of features, see Section 4.2.18 of this tariff.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product - see Section 4.5.4 of this tariff.
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to BirchNet Essentials. There is a maximum of 20 extensions per voicemail box.

(1) Effective November 11, 2009 this product is Grandfathered and no longer available.

Issue Date: November 10, 2009

Effective Date: November 11, 2009

Christopher J. Bunce, Vice President Legal and General Counsel  
 Birch Communications

## 4. SERVICES AND MAXIMUM RATES (continued)

4.2 General Exchange Services (continued)4.2.17 CLEARTEL SERVICES (continued)

## 4.2.17.3 NOW Communications Prepaid Services

## A. NOW Value Line

## 1. NOW Value Line is equipped with:

Basic Residential Line

## 2. Monthly Recurring Charges:

	<u>Current Rate</u>	<u>Maximum Rate</u>
Per Line	\$37.95	\$80.00

## 3. This product was formerly known as the following Cleartel product name:

<u>Former Cleartel Product Name</u> SC Basic Service Residential Basic
--

## 4. Rules &amp; Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.17.5 of this tariff.
- Long Distance is unavailable with this product. All Long Distance will be blocked upon setup of this service.
- Features can be purchased at “a la carte” rates – see Section 4.2.18 of this tariff. Features cannot be added/deleted during the prepaid month. Feature changes can only be submitted upon payment of the next prepaid month.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to NOW Value Line. There is a maximum of 20 extensions per voicemail box.
- Inside Wire Maintenance can be added with this product, but only at time of install.
- There is no pro-ration or de-ration with prepay product, features and services.
- Once payment is made, it will not be refunded if disconnected before the end of the month paid.
- Lifeline is available to qualified prepaid customers – see Section 4.4.11 of this tariff.

## 4. SERVICES AND MAXIMUM RATES (continued)

4.2 General Exchange Services (continued)

(N)

4.2.17 CLEARTEL SERVICES (continued)

## 4.2.17.3 NOW Communications Prepaid Services (continued)

## B. NOW Basic

## 1. NOW Basic is equipped with:

Basic Residential Line  
 Caller ID Deluxe  
 Call Waiting

## 2. Monthly Recurring Charges:

	<u>Current Rate</u>	<u>Maximum Rate</u>
Per Line	\$42.95	\$80.00

## 3. This product was formerly known as the following Cleartel product names:

<u>Former Cleartel Product Name</u>
Residential Enhanced
SC Z1 Residential Basic Plus Prepaid
SC Z3 Residential Basic Plus Prepaid
Residential Lifeline

## 4. Rules &amp; Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.17.5 of this tariff.
- Long Distance is unavailable with this product. All Long Distance will be blocked upon setup of this service. (1)
- Declining free features does not reduce the package rate.
- Additional features can be purchased at “a la carte” rates – see Section 4.2.18 of this tariff. Features cannot be added/deleted during the prepaid month. Feature changes can only be submitted upon payment of the next prepaid month.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to NOW Basic. There is a maximum of 20 extensions per voicemail box.
- IW Maintenance can be added with this product, but only at time of install.
- There is no pro-ration or de-ration with prepay product, features and services.
- **Once payment is made, it will not be refunded if disconnected before the end of the month paid.**
- Lifeline is available to qualified prepaid customers – see Section 4.4.11 of this tariff.

(N)

(1) Effective November 11, 2009, NOW Basic customers will be given an option to purchase a block of LD minutes. See section 4.2.17.4 below.

Issue Date: November 10, 2009

Effective Date: November 11, 2009

Christopher J. Bunce, Vice President Legal and General Counsel  
 Birch Communications

## 4. SERVICES AND MAXIMUM RATES (continued)

4.2 General Exchange Services (continued)

(N)

4.2.17 CLEARTEL SERVICES (continued)

## 4.2.17.3 NOW Communications Prepaid Services (continued)

## C. NOW Essentials

## 1. NOW Essentials is equipped with:

Basic Residential Line  
 Unlimited Features  
 2,000 Free Minutes of Inter-LATA Long Distance

## 2. Monthly Recurring Charges:

	<u>Current Rate</u>	<u>Maximum Rate</u>
Per Line	\$74.95	\$125.00

## 3. This product was formerly known as the following Cleartel product name:

<u>Former Cleartel Product Name</u> Residential Unlimited
--

## 4. Rules &amp; Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.17.5 of this tariff.
- Customer will be given 2,000 free minutes of Long Distance with this service. The free minutes include Intra-LATA, Intra-State and Inter-State toll. Customer cannot exceed the 2,000 minutes. Long Distance will be unavailable after the allotted 2,000 minute block, until the service is renewed the following month.
- Declining free features does not reduce the package rate.
- Features cannot be added/deleted during the prepaid month. Feature changes can only be submitted upon payment of the next prepaid month.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to NOW Essentials. There is a maximum of 20 extensions per voicemail box.
- Inside Wire Maintenance can be added with this product, but only at time of install.
- There is no pro-ration or de-ration with prepay product, features and services.
- **Once payment is made, it will not be refunded if disconnected before the end of the month paid.**
- Lifeline is available to qualified prepaid customers – see Section 4.4.11 of this tariff.

(N)

## 4. SERVICES AND MAXIMUM RATES (continued)

4.2 General Exchange Services (continued)

(N)

4.2.17 CLEARTEL SERVICES (continued)

## 4.2.17.4 300 Prepaid Minutes LD

Available only to prepaid residential customers with the Now Basic service, this package provides 300 total minutes of Intra-Lata, Intra-State and Inter-State long distance for a monthly recurring charge. The LD will not exceed 300 minutes per month, and will be reset upon payment by the customer.

Rates:

	<u>Current Rate</u>
Per Line	\$8.00

## 4.2.17.5 Miscellaneous Service Charges

## A. Facilities Charges

The Facilities Charge provides for delivery of high quality services, including connecting customers to the network, customer service and network monitoring, updating operational systems, and the construction of a facilities-based network. The Facilities Charge is applied to each line. A Supplementary Facilities Charge is also applied to each line where Birch Long Distance service is used.

<u>Charge (per line)</u>	<u>Current Rate</u>
Facilities Charge	\$8.08

<u>Charge (per line with Birch LD)</u>	<u>Current Rate</u>
Supplementary Facilities Charge	\$4.31

## B. Carrier Access Recovery Charge

The Carrier Access Recovery Charge funds a contribution towards higher costs of interconnection with other carriers. This charge is applied to each line.

<u>Charge (per line)</u>	<u>Current Rate</u>
Carrier Access Recovery Charge	\$4.31

(N)

## 4. SERVICES AND MAXIMUM RATES (continued)

4.2 General Exchange Services (continued)4.2.17 CLEARTEL SERVICES (continued)

## 4.2.17.5 Miscellaneous Service Charges (continued)

## C. Regulatory Compliance Fee

The Regulatory Compliance Fee covers costs associated with ongoing regulatory and compliance obligations, participation in regulatory proceedings, handling customer complaints with regulatory agencies, and negotiations with other regulated carriers. This charge is applied to each line.

<u>Charge (per line)</u>	<u>Current Rate</u>
Regulatory Compliance Fee	\$2.95

## D. Excessive Usage Charge

If the Company determines that Customer's usage exceeds 2500 minutes on a Residential long distance plan or 2000 minutes on a Business long distance plan (except T-1 Plans) then the Customer shall forfeit eligibility for rates under this plan and (1) Customer will be charged an additional \$40.00 per month per line for as long as the excess usage or violation continues, (2) Customer will be moved to another Birch long distance plan unless an alternative plan is selected by the Customer, and/or (3) long distance service may be blocked without notice.

(N)

(N)



## 4. SERVICES AND MAXIMUM RATES (continued)

4.2 General Exchange Services (continued)4.2.18 Features and Blocks

Any of the following calling features may be added, subject to ILEC availability. The following rates apply only when these calling features are added to a line that does not include the feature in the package. To add calling features to any other service, please refer to Section 4.2.11 for applicable rates.

<u>Feature Description</u>	<u>Business- Current</u>	<u>Business- Maximum</u>	<u>Residential- Current</u>	<u>Residential- Maximum</u>
3 Way Calling	\$6.95	\$16.80	\$7.00	\$14.00
3 Way Calling w/Transfer	\$6.95	\$16.80	\$5.00	\$14.00
Call Block	\$6.50	\$15.60	\$7.00	\$16.80
Call Forward Busy	\$5.00	\$8.40	\$2.00	\$4.80
Call Forward Variable	\$7.50 (I)	\$18.00	\$7.00	\$16.80
Call Fwd Don't Answer w/RC	\$5.00	\$8.40	\$2.00	\$4.80
Call Return	\$6.50	\$15.60	\$8.00	\$19.20
Call Tracing	\$6.50	\$15.60	\$5.95	\$19.20
Call Waiting	\$7.50	\$18.00	\$7.50	\$15.00
Call Waiting w/CID Opt	\$2.50	\$18.00	\$1.25	\$4.80
Caller ID	\$11.00	\$30.00	\$8.99	\$18.00
Caller ID Block	\$5.00	\$10.00	\$5.00	\$10.00
Caller ID Deluxe	\$12.50	\$30.00	\$9.99	\$20.00
Distinctive Ring	\$8.00	\$19.20	\$6.00	\$19.20
Enhanced Caller ID	\$17.00	\$30.00	\$5.00	\$10.00
Hunting	\$10.65	\$15.00	\$7.75	\$15.00
Preferred Call Forwarding	\$6.00	\$14.40	\$5.00	\$14.40
Remote Access to Call Fwd	\$7.45	\$18.00	\$7.00	\$16.80
Repeat Dialing	\$6.50	\$15.60	\$5.95	\$14.40
Restrict International	\$5.00	\$15.00	\$1.50	\$4.80
Restrict Toll	\$5.95	\$15.00	\$6.00	\$12.00
Simultaneous Call Forwarding	\$6.00	\$12.00	\$5.00	\$10.00
Speed Call 30	\$5.45	\$13.20	\$5.95	\$14.40
Speed Call 8	\$5.45	\$13.20	\$5.95	\$14.40

Issue Date: November 10, 2009

Effective Date: November 11, 2009

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Birch Communications

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#### 4. SERVICES (continued)

##### 4.4 Miscellaneous Services (continued)

###### 4.4.9 Facilities Charge

The Facilities Charge provides for delivery of high quality services, including connecting customers to the network, customer service and network monitoring, updating operational systems, and the construction of a facilities-based network. The Facilities Charge is applied to each line. A Supplementary Facilities Charge is also applied to each line where Birch Long Distance service is used.

<u>Charge</u>	<u>MRC</u>
Facilities Charge	\$12.76 on each Business line
	\$12.76 on each Residential line
Supplementary Facilities Charge	\$3.00 on each line

###### 4.4.10 Paper Invoice Fee

All customers that do not receive E-bill (Electronic Invoicing) will receive a paper invoice charge of \$1.95 per invoice (\$7.80 maximum). This charge represents the costs for printing, postage, mail handling and management of paper invoices. You may avoid this charge by registering for E-bill online or by contacting customer service.

###### 4.4.11 Lifeline Services

###### A. Description:

“Lifeline” is a federal program that provides for a discount of the recurring monthly rate for the provision of basic local residential exchange service for certain low income customers.

###### B. Regulations:

Applicants are eligible if they receive assistance from at least one of the following programs:

- Food Stamps
- Medicaid
- Temporary Assistance to Needy Families (TANF)
- State Means Test = 125%

The discount is available only to qualifying NOW Communications Prepaid customers and their principle residence line.

A qualifying customer shall receive a reduction to their monthly listed residential local exchange access line rate and federal subscriber line charge.

###### C. Credit Amount = \$13.50

(N)

(N)

## 4. SERVICES (continued)

## 4.5 Toll Services (continued)

## 4.5.2 Toll Service

Provides facilities to complete interLATA, intrastate or intraLATA, interexchange calls between two points. Customer makes call by dialing directly or with operator assistance. Direct Dialing includes 1 + Area Code (where necessary) + telephone number, or, in some cases for IntraLATA, users must access the Company's network by dialing 1010678 then 1 + Area Code + Number. For operator assistance a customer dials O only, O + telephone number or O + NPA + telephone number for IntraLATA calls.

No monthly recurring charges or minimum monthly billing requirements for outbound long distance calls will apply for those customers using Birch for both local and long distance service. A minimum monthly billing requirement of \$4.95/account per month will apply for customers using Birch for long distance service only.

Monthly Recurring Charge for Long Distance Only Customers: \$1.95

	<u>Per Minute</u>	<u>Minimum Increment</u>	<u>Billing Increment</u>
With Local Service	<Based on Product>	30 seconds	6 seconds
Without Local Service	\$0.099	30 seconds	6 seconds

## 4.5.3 Birch Long Distance

<b>Rates Per Minute</b>			
<u>Current Rates Per Product</u>			
<u>Products</u>	<u>Intra-Lata</u>	<u>Intra-State</u>	<u>Inter-State</u>
BirchNet Value Line	\$0.069	\$0.069	\$0.069
BirchNet Basic Line	Unlimited	\$0.049	\$0.049
BirchNet Essentials	Unlimited	\$0.049	\$0.049
Home Connection	\$0.060	\$0.060	\$0.060
Home Essentials	Unlimited	\$0.060	\$0.060

Long Distance Rates apply to all domestic 1+ direct dialed minutes of use. While there are plans that offer free long distance, the customer may choose to use another carrier for their long distance purposes; however, declining the Birch long distance will not reduce the package monthly rate.

Long distance is only applicable to standard outbound domestic long distance only, originating from Birch customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.

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4. SERVICES (continued)

4.5 Toll Services (continued)

4.5.4 Toll Free Service

Toll Free Service provides for facilities for the Customer(s) to receive interLATA and intraLATA calls. The Customer will be assigned unique Toll Free number(s) that, when dialed, will be routed via the Company's network and terminate at Customer's designated local access line(s).

Monthly Recurring Charge per Number: \$5.00

8XX usage will be billed separately.

	<u>Per Minute</u>	<u>Minimum Increment</u>	<u>Billing Increment</u>
With Local Service	\$0.069	30 seconds	6 seconds
Without Local Service	\$0.089	30 seconds	6 seconds

(C)

(N)

(N)

1. Business Services

4.2.12 Home Connection – Feature List

(M) Content moved to section 4.2.18 of this tariff.

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Issue Date: November 10, 2009

Effective Date: November 11, 2009

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Birch Communications

1. Business Services

(M) 4.2.15 BirchNet Value Line – Feature List

<u>Birch Long Distance</u>	<u>Rate per minute</u>
All Long Distance Minutes	\$0.069

(M) Content moved to section 4.2.18 of this tariff.

Optional Calling Features	Business
Three-Way Calling	\$2.00
Call Return	\$2.00
Repeat Dialing	\$2.00
Busy Connect (Per call, per use)	\$0.90
Calling Number Delivery Blocking, Per Call	No Charge

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Issue Date: November 10, 2009

Effective Date: November 11, 2009

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